

# HP Compaq Business Notebook nc4010, nc6000, nc8000 software update



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## Abstract

The purpose of this white paper is to provide an overview of recent changes to the preinstalled software on HP Compaq Business Notebook nc4000, nc4010, nc6000, and nc8000 models.

This document is intended for HP personnel and customers who need information about the software provided on the nc4000, nc4010, nc6000, and nc8000 preinstall images.

## Highlights

Benefits of the new HP Compaq Business Notebook nc preinstall images include:

- Support for:
  - Intel® PRO Wireless 2200 Mini PCI Adapter
  - Intel Pentium® M Processors with 2MB L2 Cache
- Software changes:
  - New Intel PRO Wireless 2100 and 2200 Mini PCI Adapter drivers
  - Replaces Intel PRO Wireless 2100 Mini PCI Adapter drivers
  - Updated default settings

## Preinstalled Operating systems

Operating systems available preinstalled for the nc series include:

- Microsoft® Windows® XP Professional with Service Pack 1a

## Microsoft Windows XP Professional

Microsoft Windows XP Professional with Service Pack 1a is preinstalled on select nc4000, nc4010, nc6000, and nc8000 models. HP also supports customers who install Windows XP on their own.

**Table 1** Windows XP Pro Software Component Version Comparison

Software component	HP Compaq nc4000/nc4010	HP Compaq nc6000	HP Compaq nc8000
ADI WDM Audio Driver	1.00 B	1.00 C	1.00 C
Adobe Acrobat Reader	5.10 B	5.10 B	5.10 B
Agere Soft Modem Driver	1.00 E	1.00 A	1.00 A
Agere Mini-PCI Modem Driver (N620c)	1.00 D	1.00 D	1.00 D
Altiris Express Client	5.60 B (preloaded)	5.60 B (preloaded)	5.60 B (preloaded)
ATI AGP Bus Driver	1.00 E	1.00 E	1.00 E
ATI Control Panel	1.00 E	N/A	N/A

Table 1 Windows XP Pro Software Component Version Comparison (continued)

Software component	HP Compaq nc4000/nc4010	HP Compaq nc6000	HP Compaq nc8000
ATI M7 Video Driver	N/A	1.00 A	N/A
ATI RS200M Video Driver	1.00 D	N/A	N/A
ATI R9600 Video Driver and Control Panel	N/A	1.00 A (Preloaded)	N/A
ATI M9 Video Driver and Control Panel	N/A	1.00 A	N/A
ATI M10 Video Driver and Control Panel	N/A	N/A	1.00 A
Broadcom Ethernet Driver	2.00 A	3.00 A	3.00 A
HP Application Installer	3.00 A	3.00 A	3.00 A
Compaq Bluetooth* MultiPort Software	2.02 D (preloaded)	2.02 D (preloaded)	2.02 D (preloaded)
<b>UPDATED –</b> System Default Settings	4.00 L	4.00 L	4.00 L
Intervideo WinDVD	5.00 A	5.00 B	5.00 B
HP Quick Launch Buttons Software	4.20 A	4.10 D	4.10 D
Compaq Wireless LAN MultiPort Software	1.01 A	1.01 A	1.01 A
HP Help & Support	3.03 A	3.02 B	3.02 B
Diagnostics for Windows	4.08 A (preloaded)	4.11 A (preloaded)	4.11 A (preloaded)
HP Bluetooth Software	1.00 C (preloaded)	1.00 C (preloaded)	1.00 C (preloaded)
HP Mobile Printing for Notebooks	2.10 B	2.10 B	2.10 B
HP WLAN W400/W500 Driver	2.00 A	2.00 A	2.00 A

\*Bluetooth is a trademark owned by its proprietor and used by Hewlett-Packard Company under license.

Table 1 Windows XP Pro Software Component Version Comparison (continued)

Software component	HP Compaq nc4000/nc4010	HP Compaq nc6000	HP Compaq nc8000
Infineon TPM Driver	1.00 A	1.00 A	1.00 A
Insight Management Agents	5.00 K (preloaded)	5.00 K (preloaded)	5.00 K (preloaded)
Intel Chipset Installation Utility	N/A	5.00 A	5.00 A
<b>NEW</b> - Intel PRO/Wireless 2100 and 2200 3B Mini PCI Adapter	3.00 B	3.00 B	3.00 B
Microsoft DirectX	9.00 A	9.00 A	9.00 A
O2 Micro Memory CardBus Accelerator	1.00 B	1.00 B	1.00 B
O2 Micro Memory CardBus Reader	2.00 B	2.00 B	2.00 B
Roxio Easy CD Creator	5.34 C (CD)	6.11 A (CD)	6.11 A (CD)
Sun Java™	1.4.2	1.4.2	1.4.2
Synaptics Touchpad	7.00 C	7.5 D	7.5 D
System Enhancements	3.00 J	3.00 H	3.00 H

## ROM BIOS Update

The ROM BIOS version shipping on the nc8000 with this new image is version F.0F. The ROM BIOS version on the nc6000 with this new image is version F.0E. The ROM BIOS version on the nc4010 with this new image is version F.28. The updated nc4010 factory image and ROM BIOS is also being used on the nc4000. Changes include:

- Support for new Intel Pentium M Processors with 2MB L2 Cache (all models)
- Resolves anomaly with ATI Radeon 9600 video chipset (nc6000 models only)

## Software delivery

Delivery methods for software updates available for HP commercial computers include:

- HP Support Software CD
- HP Worldwide Web Site and Download Facility
- HP Restore CD Kit

## HP Support Software CD

The Support Software CD (SSCD) includes updated drivers and utilities for HP commercial notebook, desktop, and workstation computers. Key drivers and utilities for HP computers are included on the SSCD. The user interface is in English, French, Italian, German, Spanish, and Japanese. The SSCD is updated regularly and is available either through an annual subscription or as a one-time purchase. Subscriptions can be purchased through customer support or from an authorized dealer.

## HP Worldwide Website and download facility

Individual drivers and utilities can be downloaded, in the form of SoftPaqs, from the HP Download website at <http://h18000.www1.hp.com/support/files/>. SoftPaqs provide a distribution method for driver and ROM updates and product software enhancements. Multiple files and bootable diskettes can be distributed conveniently and electronically through the Web.

## HP Restore CDs

Restore CDs are shipped with HP Compaq nc4010 models. The CDs provide an easy-to-use complete restore solution for preinstalled operating systems. This restore solution allows users to selectively install and repair the OS, drivers, and applications; or to perform a full preinstalled software restoration. The OS CD contains the preinstalled operating system. The Driver Recover CD provides drivers, utilities, and applications that are preinstalled on the computer.

## Frequently asked questions

### **Why did the images change?**

New processors and wireless adapters are being made available for select HP Compaq nc4010, nc6000, and nc8000 notebooks models. The images were updated to support the new hardware.

### **Is the nc8000 preinstall image also compatible with other nc models?**

Yes, the nc8000 preinstalled software image has been tested with nc4000, nc4010, and nc6000 notebook models.

### **Has HP made other changes to preinstall images recently?**

Our license to ship Microsoft Java expired in the first quarter of 2004, requiring a change to shipping models. This has been the only change to shipping software images on corporate notebook platforms in the past 18 months. The preinstall image and ROM BIOS on the nc4000 have been updated to the same versions being introduced on the nc4010.

### **Are images developed on the nc4000 compatible with the nc4010?**

Images developed on the nc4000 will work on the nc4010 with some limitations. New features that have been included in the nc4010 require additional software. Updates to Bluetooth software are recommended, if this applies to the image.

### **How do I obtain updated software components?**

The latest software updates are available from the HP website at [www.hp.com](http://www.hp.com). For customers without Web access, the HP Software Support CD Kit is available.

**Will the current image change significantly if new models are introduced?**

Changes made to the preinstall images will be limited to modifications that support new hardware features or will significantly improve overall performance.

**How will I know what has changed?**

Updated HP notebook family software white papers describe updates or differences in software versions that are introduced with new products. HP Product Change Notification (PCN) is another method of communication to inform customers of changes to shipping models. For more information, go to [www.hp.com/go/pcn](http://www.hp.com/go/pcn).

## For more information

To learn more about preinstalled software with OS support, contact your local HP sales representative or visit our website at [www.hp.com](http://www.hp.com).

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